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Serial Number: 10/047,446   Dkt: 1546.015US1
Filing Date: January 14, 2002
Title: EFFICIENT AND COST-EFFECTIVE CONTENT PROVIDER FOR CUSTOMER RELATIONSHIP MANAGEMENT (CRM)
       OR OTHER APPLICATIONS

IN THE CLAIMS

Please amend the claims as follows.

1.   (Currently Amended) A method of steering an end-user to a document needed by the end-user, the method including:

receiving from the end-user a user query including language;

using at least a portion of the user query to search for and retrieve a set of one or more documents needed by the end user;

~~obtaining, using the retrieved set of one or more documents, at least one matched concept that matches a corresponding concept feature that appears in at least one document in the set of one or more documents; and~~

extracting at least one concept feature that appears in at least one document in the set of one or more documents;

using the at least one concept feature to determine at least one matched concept that corresponds to the at least one concept feature; and

presenting to the end-user at least one indication of the at least one matched concept and at least one document associated with the at least one matched concept.

2.   (Cancelled)

3.   (Previously Presented) The method of claim 1, further including:

presenting to the end-user at least one indication of at least one related concept to the at least one matched concept;

receiving from the end-user a selection of at least one related concept; and

presenting to the end-user at least one indication of at least one document associated with the end-user-selected related concept.

4.   (Previously Presented) The method of claim 3, in which the presenting to the end-user at least one indication of at least one document associated with the end-user-selected related concept includes presenting to the end-user the at least one indication of the at least one document associated with both the end-user-selected related concept and the at least one matched concept.

5.   (Previously Presented) The method of claim 4, further including presenting to the end-user at least one indication of the at least one matched concept.

6.   (Previously Presented) The method of claim 5, in which the presenting to the end-user at least one indication of the at least one matched concept and the presenting to the end-user at least one related concept to the at least one matched concept includes presenting to the end-user a paired indication of: (1) a matched concept, and (2) a corresponding related concept.

7.   (Original) The method of claim 3, further including ranking related concepts.

8.   (Previously Presented) The method of claim 7, in which the presenting to the end-user at least one indication of at least one related concept to the at least one matched concept includes presenting to the end-user ranked indications of related concepts.

9.   (Previously Presented) The method of claim 7, in which the ranking related concepts includes ranking using a number of times that the related concept was previously-selected by at least one end-user.

10.   (Previously Presented) The method of claim 9, further including promoting a related concept in the ranking when a previous selection by the at least one end-user resulted in an inferred success in returning at least one relevant document.

11.   (Currently Amended) A computer-readable medium ~~for performing~~ to perform the method of claim 1.

12-24. (Cancelled)

25.   (Currently Amended) A method of steering an end-user to a document needed by the end-user, the method including:

receiving from the end-user a user query including language;

searching for and retrieving a set of one or more documents by determining whether at least one feature in the user query language substantially matches at least one concept feature associated with at least one concept in a plurality of concepts in a knowledge map that are pregrouped into a plurality of groups, each concept including as evidence at least one concept feature;

extracting at least one concept feature that appears in at least one document in the set of one or more documents;

using the at least one concept feature to determine at least one matched concept that corresponds to the at least one concept feature;

presenting to the end-user, when the at least one feature in the user query language substantially matches the at least one concept feature associated with a concept, ~~wherein the at least one concept feature is obtained from the set of one or more documents,~~ at least one indication of the at least one matched concept and at least one related concept to the at least one matched concept, the at least one related concept determined from a predefined correspondence relationship between the at least one matched concept and at least one related concept, the indication of the at least one related concept presented as corresponding to the at least one matched concept to which it is related; and

presenting to the end-user, when the at least one feature in the user query language substantially matches the at least one concept feature associated with the at least one concept, at least one indication of the at least one matched concept and at least one document associated

with the at least one matched concept, the at least one document drawn from a plurality of documents that are respectively linked to one or more of the concepts in the knowledge map.

26.   (Previously Presented) The method of claim 25, further including:

receiving from the end-user a selection of at least one related concept; and

presenting to the end-user at least one indication of at least one document associated with the at least one end-user-selected related concept.

27.   (Previously Presented) The method of claim 26, in which the presenting to the end-user at least one indication of at least one document associated with the at least one user-selected related concept includes presenting to the end-user the at least one indication of the at least one document that is associated with the at least one end-user-selected related concept and the at least one matched concept.

28.   (Previously Presented) The method of claim 26, further including ranking related concepts, and in which the presenting to the end-user at least one indication of at least one related concept to the at least one matched concept includes presenting to the end-user ranked indications of related concepts.

29.   (Previously Presented) The method of claim 28, in which the ranking related concepts includes ranking using a number of times that that the related concept was previously-selected by at least one end-user.

30.   (Previously Presented) The method of claim 29, further including promoting a related concept in the ranking when a previous selection by an end-user resulted in an inferred success in returning at least one relevant document.

31.   (Currently Amended) A computer-readable medium for performing to perform the method of claim 25.

32-35. (Cancelled)

36.   (Currently Amended) A method of steering an end-user to a document needed by the end-user, the method including:

        receiving from the end-user a user query including language;

        searching for and retrieving a set of one or more documents by determining whether at least one feature in the user query language substantially matches at least one concept feature associated with a concept in a plurality of concepts in a knowledge map that are pregrouped into a plurality of primary groups, each concept including as evidence at least one concept feature that is also in at least one document in a plurality of documents that are tagged to one or more of the concepts in the knowledge map, wherein the at least one concept feature is ~~obtained~~ extracted from the set of one or more documents;

        presenting to the end-user when the at least one feature in the user query language substantially matches the at least one concept feature associated with the concept:

                at least one indication of the at least one matched concept;

                at least one indication of at least one related concept to the at least one matched concept; and

                at least one indication of at least one document associated with the at least one matched concept.

37.   (Original) The method of claim 36, in which the related concept is obtained from a derived group mapping relationships between primary group concept nodes from the same or different primary groups.

38.   (Original) The method of claim 37, further including obtaining a related concept to the at least one matched concept from a derived group that includes at least one of:

        an Activities and Objects group, including at least one relationship between an Activities concept and an Objects concept;

an Activities and Products group, including at least one relationship between an

Activities concept and a Products concept;

a Symptoms and Objects group, including at least one relationship between a Symptoms

concept and an Objects concept;

a Symptoms and Products group, including at least one relationship between a Symptoms

concept and a Products concept; and

a Symptoms and Activities group, including at least one relationship between a

Symptoms concept and an Activities concept.

39.   (Original) The method of claim 37, further including obtaining a related concept to the at

least one matched concept from a derived group that includes at least one of:

an Activities and Activities group, including at least one relationship between different

Activities concepts;

an Objects and Objects group, including at least one relationship between different

Objects concepts;

a Symptoms and Symptoms group, including at least one relationship between different

Symptoms concepts; and

a Products and Products group, including at least one relationship between different

Products concepts.

40.   (Original) The method of claim 37, further including obtaining a related concept to the at

least one matched concept from a derived group that includes at least one of:

at least one lexically-similar group, including at least one relationship between lexically

similar concepts; and

at least one semantically-similar group, including at least one relationship between

semantically similar concepts.

41.   (Original) The system of claim 36, in which the primary groups consist only of Products,

Activities, Symptoms, and Objects groups.

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42.   (Currently Amended) A computer-readable medium ~~for performing~~ to perform the method of claim 36.

43-61. (Cancelled)

62.   (Currently Amended) The method of claim 1, in which the presenting includes ranking ~~concepts~~ the at least one matched concept to be presented to the end-user.

63.   (Currently Amended) The method of claim 62, in which the ranking includes ranking [[a]] the at least one matched concept using a number of times that [[that]] a presented indication of that concept was previously-selected by at least one end-user.

64.   (Currently Amended) The method of claim 63, further including promoting [[a]] the at least one matched concept in the ranking when a previous selection of an indication of that concept by an end-user resulted in an inferred success in returning at least one relevant document.